USER GUIDE

VEO Popup

A popup with text, image and link for your PrestaShop shop, in every language, without cookies.

Version	1.1.0
Tested on	PrestaShop 1.7.0 – 9.2 · PHP 5.6 – 8.3
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1. Before you start

What it does

It shows a window on top of the shop with text written in the PrestaShop editor and, if you want, an image with a link. Use it for a notice or an offer: *Free shipping over €50*, a holiday closure, a campaign.

You choose the pages it appears on, how often it comes back to the same visitor (once per visit, a day, a week, a month or only once) and how many seconds it waits before opening. What each visitor has already seen is remembered in their browser, without cookies, so it does not need to be added to your cookie notice.

The window always closes with the X and with the Esc key, and it fits phone screens.

What it does not do

- It is **a single popup**. It cannot show several at once, has no start and end dates, does not open when the visitor is about to leave, does not target customers or groups, does not collect newsletter emails and does not count views. That will come in **VEO Popup Pro**, a paid module.
- It has no separate image per language: the image is the same in all of them; the description and the link do change (chapter *Configuration*).
- It does not pick single pages (one product or one category): it picks page types, such as *Product pages* or *Categories*.
- It sets no cookies and sends nothing outside the shop.

Requirements

- PrestaShop 1.7.0 or later and PHP 5.6 or later. The tested versions are on the cover.
- It works with Classic, Hummingbird and custom themes: the popup is printed at the end of the page with the `displayBeforeBodyClosingTag` hook, which every theme from 1.7 onwards has.
- A browser from 2022 onwards (chapter *Troubleshooting*).

What changes in your shop

- It adds no entry to the back office menu: it is configured from **Modules › Module Manager**.
- It stores its settings in the PrestaShop configuration (the keys starting with `VEOPOPUP_`). It creates no tables.
- The popup image is stored in the shop's `img/veopopup/` folder.
- On pages where the popup appears, it loads a small stylesheet and a script of about fifty lines. Nothing is loaded on other pages.
- It creates no scheduled tasks and does not touch theme files.

To download and install it, follow the **General guide to Veo modules** (chapters *Download the module* and *Install the module*).

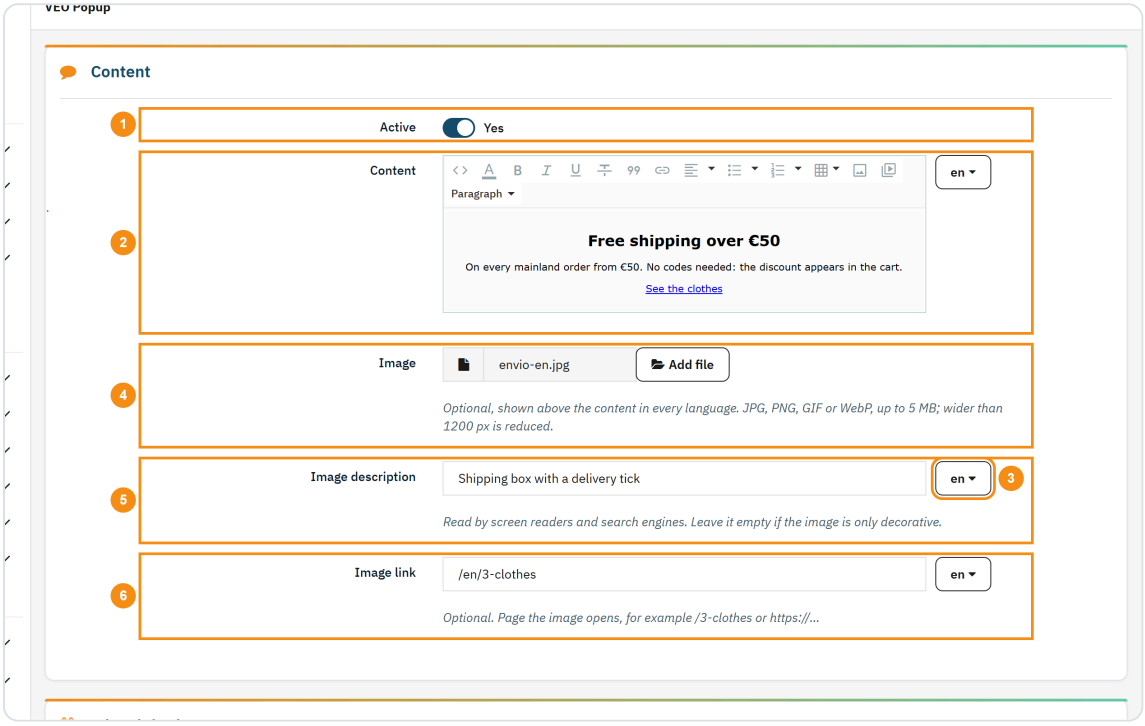
IMPORTANT

Once installed, the popup is **off**, with the sample text *Thank you for visiting our shop!*. It does not appear in the shop until you set **Active** to **Yes** and save.

2. Configuration

In **Modules › Module Manager**, find *VEO Popup* and click **Configure**. The screen has three panels, **Content**, **When it is shown** and **Appearance**, with a single **Save** button at the end that saves all three. Below them are the support box and the *More from Veo* block, explained in the general guide.

Content panel



Content panel

No.	Field	What it does	Default	Recommended
1	Active	With **Yes**, the popup appears in the shop. With **No**, everything is kept but it does not appear.	No	
2	Content	The popup text, with the PrestaShop editor: headings, bold, lists, links. One per language.	*Thank you for visiting our shop!*	A heading and two or three lines
3	Language selector	Shows the code of the language you are writing in (`es` , `en` …) and switches **Content**, **Image description** and **Image link** to another language. Only shown if the shop has more than one language.	The default language	
4	Image	Optional. Shown above the text, across the full width of the popup, in every language. **Add file** opens the file picker. JPG, PNG, GIF or WebP up to 5 MB.	None	Landscape, 1200 px wide
5	Image description	The image's alternative text, read by screen readers and search engines. One per language.	Empty	What the image shows. Empty if it is only decorative
6	Image link	Optional. The page that opens when the image is clicked, in the visitor's language. It must start with `https://` , `http://` or `/` .	Empty	A link in your shop starting with `/`

The link only goes on the image. To link from the text, use the editor's link button, as in the example (*See the clothes*).

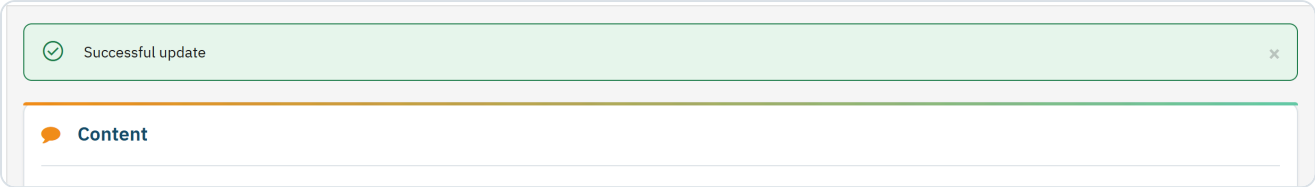
To write in another language, click the language selector (3) of any of the fields and choose the language: the three language fields switch together.

Create the popup

Let's set up a *Free shipping over €50* popup with an image that leads to the *Clothes* category.

1. In **Active**, click **Yes**.
2. In **Content**, delete the sample text and type yours.
3. In **Image**, click **Add file** and choose the image. Its name appears in the field.
4. In **Image description**, describe what it shows.
5. In **Image link**, type the category address without the domain, such as `/en/3-clothes` . Copy it from the browser bar after opening the category in the shop.
6. Click the language selector, choose the other language and repeat steps 2, 4 and 5 with its texts (in Spanish, the link was `/es/3-ropa`).
7. Click **Save**, at the foot of the **Appearance** panel.

The page reloads with the green message *Successful update* at the top.

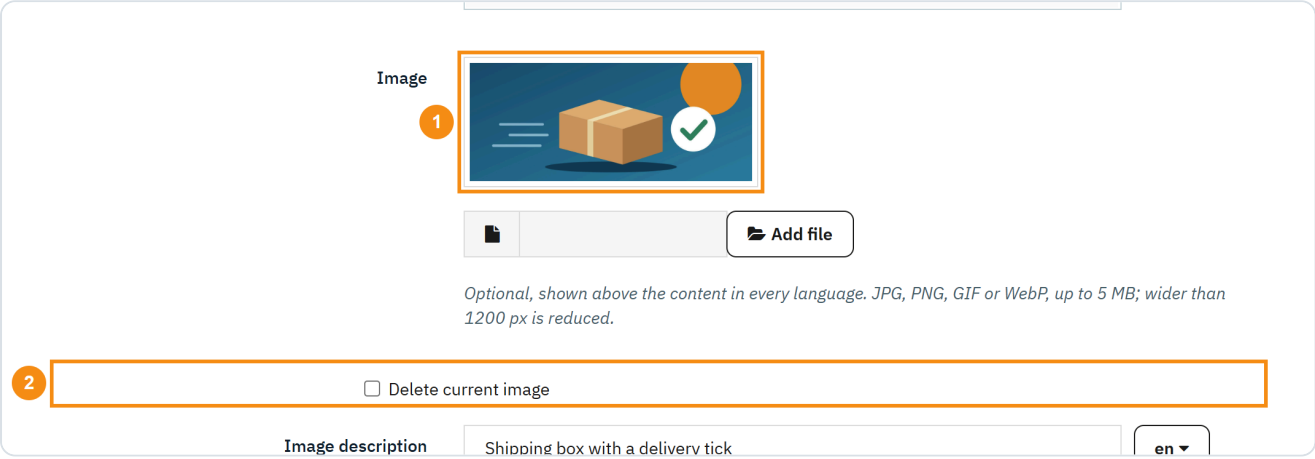


Saved

If something is not valid, it shows in red and **nothing is saved**, not even the fields that were right (chapter *Troubleshooting*).

The image

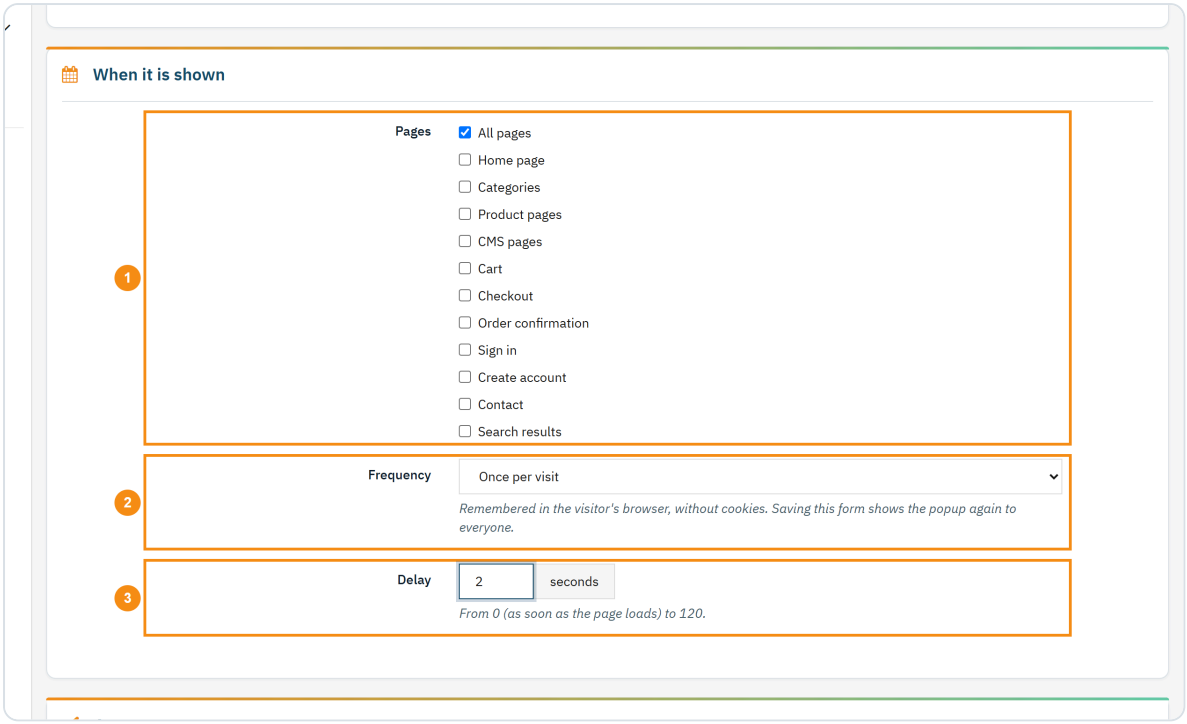
Back on the configuration, the saved image appears small (1) above **Add file**. To change it, choose another one and save: the new one replaces the old one. To remove it without adding another, tick **Delete current image** (2) and save.



The saved image

- JPG, PNG, GIF or WebP, up to 5 MB. The module checks the file's content, not its extension.
- **No SVG**: an SVG can carry code inside and the module rejects it.
- If it is wider than 1200 px, it is saved reduced to 1200 px, keeping its proportions. The one we uploaded for the screenshots, 2400 × 1000 px, ended up at 1200 × 500.
- The image is printed with its width and height in the code, so the popup does not jump while it loads.
- It is the same in every language. If it has words on it, they are not translated: better an image without text and the words in **Content**.

When it is shown panel



When it is shown panel

No.	Field	What it does	Default	Recommended
1	Pages	The pages it appears on: **All pages**, **Home page**, **Categories**, **Product pages**, **CMS pages**, **Cart**, **Checkout**, **Order confirmation**, **Sign in**, **Create account**, **Contact** and **Search results**. You can tick several. With **All pages** ticked, the other boxes do not count.	All pages	Home, categories and product pages; better not on checkout
2	Frequency	How often it comes back to the same visitor (below).	Once per visit	
3	Delay	Seconds it waits from the moment the page opens until the popup appears, from 0 to 120. A higher number is saved as 120.	0	2 or 3 seconds

At least one box must be ticked in **Pages**; otherwise saving shows *Choose at least one page where the popup is shown.*

Pages from other modules (a blog, a brand page from a module) have no box of their own: the popup only appears on them with **All pages**.

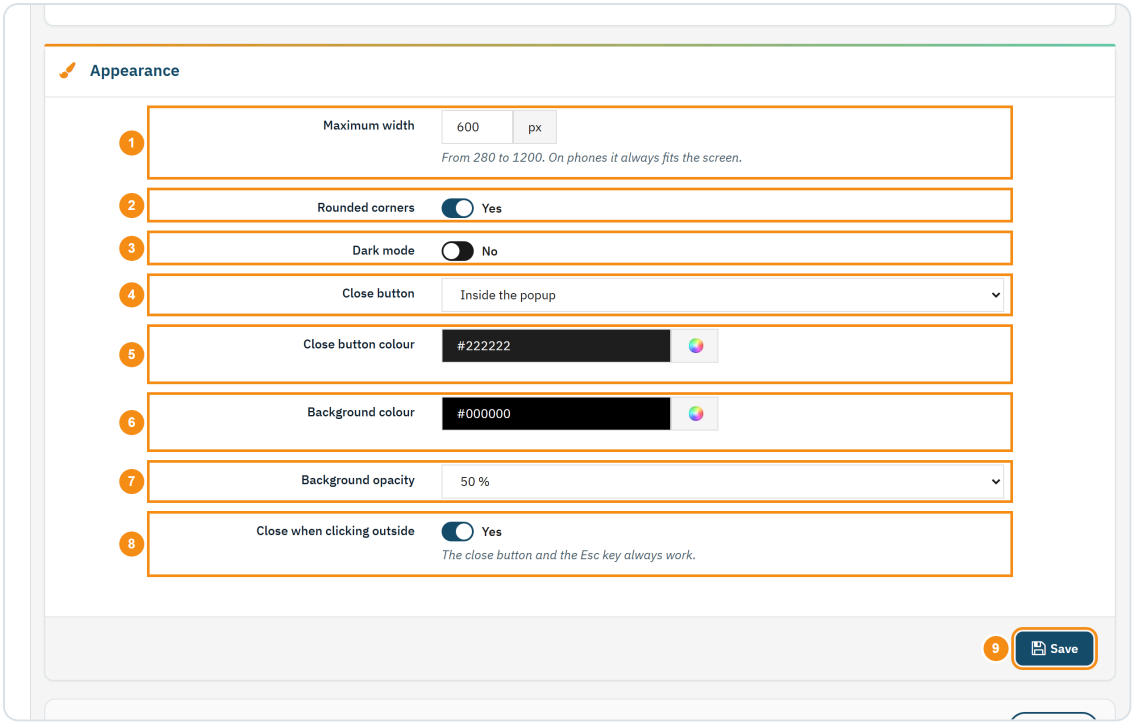
Frequency

Option	When it comes back to the same visitor
Once per visit	When they return after more than 30 minutes without viewing any page where the popup appears.
Once a day	24 hours after they last saw it.
Once a week	7 days later.
Once a month	30 days later.
Only once	It does not come back.

How it works inside, so you know what to expect:

- **It is remembered in the visitor's browser, without cookies.** The module notes in the browser's storage when it was seen. If the visitor comes in from another browser or from their phone, it shows again. If they clear their browser data, too.
- **"Once per visit" applies to every tab.** If the visitor opens products in new tabs, the popup does not show in each one: we checked by opening the home page, a second tab and a category in a third, and it only appeared in the first. Every page they view with the popup active extends the visit; after 30 minutes without pages, it counts as a new visit.
- **Saving the configuration shows it again to everyone**, even those who had seen it, whatever the frequency. So if you change the offer, everyone sees it. Bear in mind that saving to fix a comma also shows it again to those who already saw it.
- It counts as seen when it opens, not when the page loads. If the delay is 10 seconds and the visitor leaves before that, it will show on the next page.

Appearance panel



Appearance panel

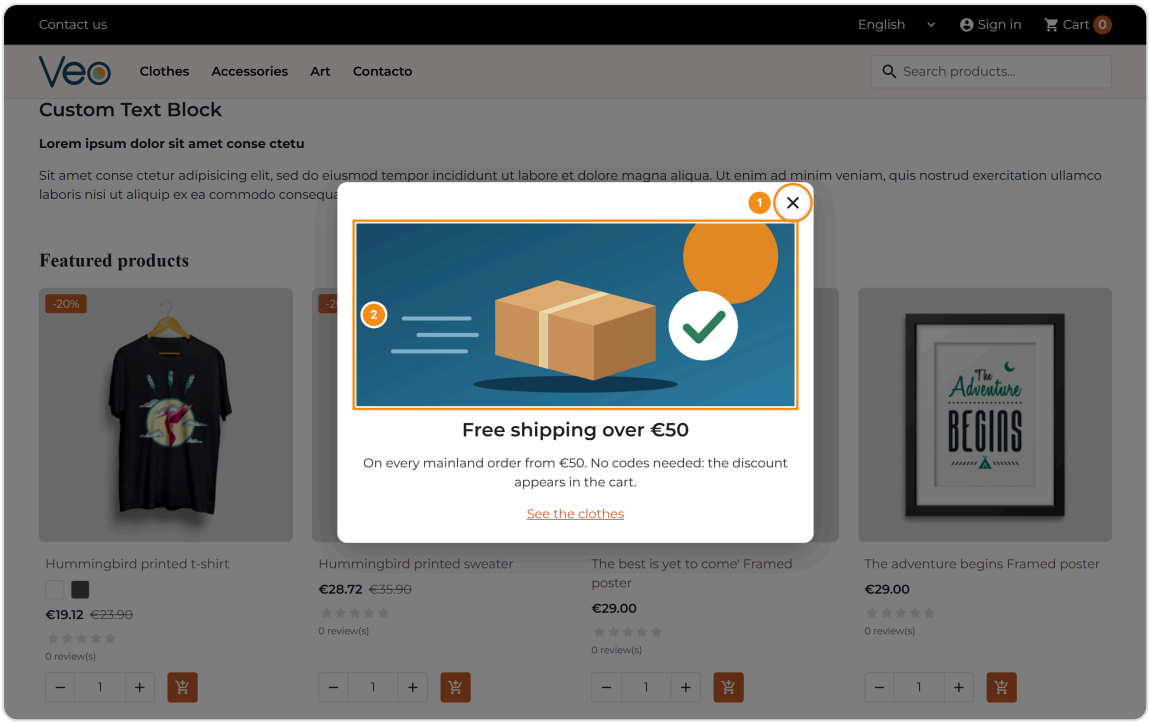
No.	Field	What it does	Default	Recommended
1	Maximum width	The popup width on a computer, from 280 to 1200 px. On phones it always fits the screen, with a 16 px margin on each side. A number outside that range is saved as 280 or 1200.	600	500 to 700
2	Rounded corners	Rounds the corners of the popup.	Yes	
3	Dark mode	Very dark grey popup background with light text, instead of white with dark text. Links in the text take the light colour.	No	
4	Close button	Where the X goes: **Inside the popup**, at the top right of the window, or **Outside, top right**, in the corner of the screen.	Inside the popup	
5	Close button colour	The colour of the X, as `#RRGGBB`. Pick it with the colour icon or type it.	`#222222`	
6	Background colour	The colour that covers the page behind the popup, as `#RRGGBB`.	`#000000` (black)	
7	Background opacity	How much that colour covers, from 0 % (nothing, the page looks the same) to 100 % (fully covered), in steps of 10.	50 %	50 to 70 %
8	Close when clicking outside	With **Yes**, the popup closes when the background outside the window is clicked.	Yes	Yes
9	Save	Saves the three panels.		

> **NOTE**
> The X is always there, and the Esc key always closes the popup. There is no option to remove them: a popup that cannot be closed makes visitors leave. **Close when clicking outside** only adds or removes the third way of closing it.

If you choose an X of the same tone as the popup background (a white X on the light popup, or a black one in dark mode), it would be invisible; in that case the module paints it dark grey or light, depending on the mode.

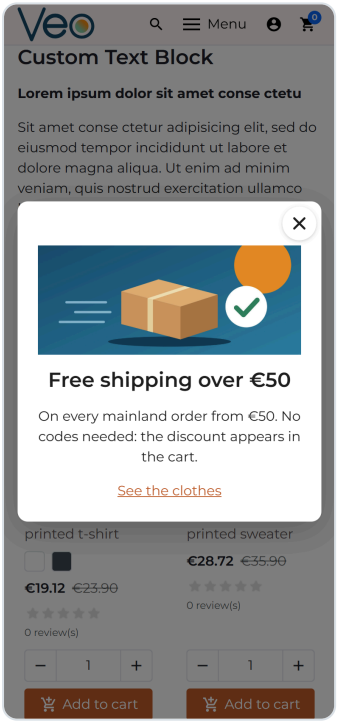
How it looks in the shop

On a computer, with the default values and the sample image: the X (1) inside, at the top right, and the image (2) above the text. Clicking the image opens the *Clothes* category.



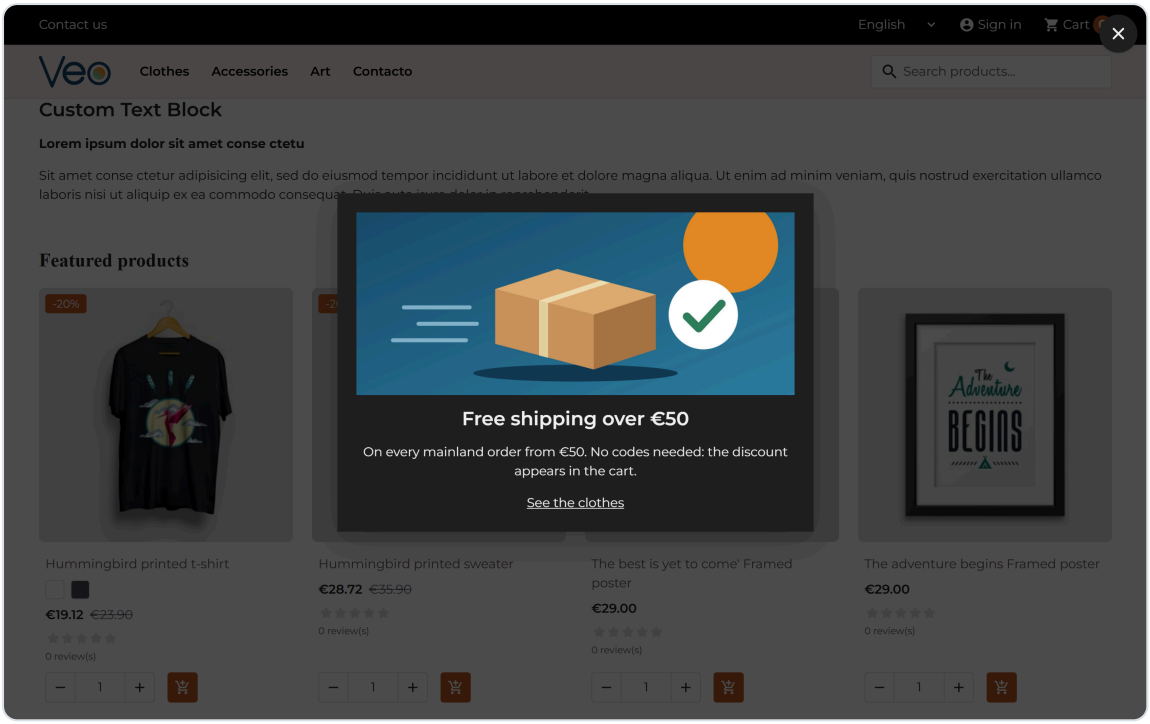
Popup on a computer, 1440 px wide

On a phone it takes the screen width minus a margin. If the text is long, the popup content scrolls inside and the X stays in view.

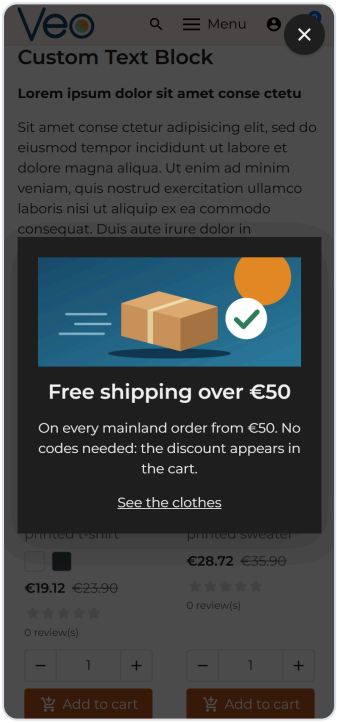


Popup on a phone, 390 px wide

With **Dark mode** on **Yes**, **Close button** on **Outside, top right**, no rounded corners and the background at 70 %:



Dark mode, X outside



Dark mode on a phone

While the popup is open, the page behind it does not scroll. Keyboard focus moves into the popup (Tab reaches the X), and screen readers announce it as an announcement. When it closes, everything goes back to how it was.

The font is the theme's. If the editor text has its own colours, they are kept, except in dark mode, where text without a colour turns light.

3. Languages and multistore

Languages

The content, the image description and the image link are written in each language with the language selector (chapter *Configuration*). The image, pages, frequency and appearance are the same in all of them.

If a language has no content and there is no image, the popup does not appear in that language. If there is an image, the image appears on its own.

The module's only fixed texts in the shop are *Close*, on the X, and *Announcement*, the window's name; they are not visible, screen readers read them. They come in Spanish and English; for another language, translate them in **International › Translations**, in the translations of the *VEO Popup* module.

Several shops

With multistore, the configuration is per shop, like any module setting: it is saved for the shop selected at the top of the back office. Each shop can have its own popup, or none. The test shop used for the screenshots has a single shop, so this case does not appear in them.

4. When uninstalling

All the module's settings (the content in every language, pages, frequency and appearance) and the `img/veopopup/` folder with the image are deleted. If you plan to reinstall it, copy the text and keep the image first. The mark left in visitors' browsers is useless afterwards: if you reinstall, the popup shows to them again.

Updating the module deletes nothing; from 1.0.x, the update keeps the configuration and moves the image to `img/veopopup/`. The steps to uninstall are in the *Uninstall* chapter of the general guide.

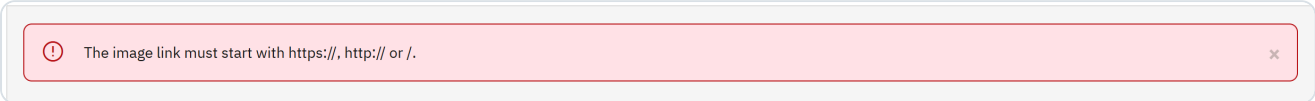
5. Troubleshooting

The popup does not appear

- **Cause:** it is off. It is right after installing. **Solution:** in the **Content** panel, set **Active** to **Yes** and save.
- **Cause:** the page you are looking at is not ticked in **Pages**. **Solution:** tick it, or tick **All pages**, and save. Pages from other modules only count with **All pages**.
- **Cause:** you have already seen it. With **Once per visit** it does not show again until 30 minutes without pages; with **Only once**, never. **Solution:** open it in a private or incognito window, which starts with nothing stored. Saving the configuration also shows it again to everyone, you included.

- **Cause:** there is a delay. **Solution:** wait the **Delay** seconds on the page without moving to another one.
- **Cause:** that language has no content and there is no image. **Solution:** write the content in that language.
- **Cause:** the shop is showing a cached version. **Solution:** clear the cache (chapter *Clear the cache* in the general guide).
- **Cause:** the browser is very old (below).

Saving shows "The image link must start with https://, http:// or /."

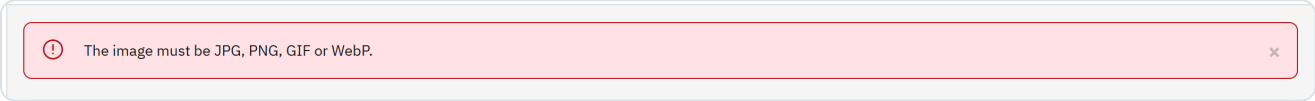


A link without https://

Cause: the link does not start with `https://`, `http://` or `/`. It happens when typing `www.example.com` or just `clothes`, and also with links starting with `//`. The message appears even if the error is in only one of the languages. **Solution:** type the full address, `https://www.example.com/…`, or, for a page in your shop, the part after the domain starting with `/`, such as `/en/3-clothes`.

Nothing is saved until you fix it.

Saving shows "The image must be JPG, PNG, GIF or WebP." or "The image is larger than 5 MB."



An SVG: not accepted

- **Cause:** the image is an SVG, an AVIF, a HEIC from a phone or a PDF. **Solution:** save it as JPG, PNG or WebP with any image editor.
- **Cause:** the file has a `.jpg` extension but is not an image inside, or it is damaged. **Solution:** open it on your computer and save it again as JPG.
- **Cause:** it is larger than 5 MB. **Solution:** reduce it before uploading. At 1200 px wide, a JPG photo weighs well under 1 MB.

Nothing is saved: neither the image nor the changes you made in other fields. We checked it by uploading an SVG after changing the delay and dark mode: both stayed as they were. The previous image, if there was one, stays too. Fix the image and repeat the changes.

If the message is *The image folder cannot be created.* or *The image could not be saved.*, the shop cannot write to `img/veopopup/`. In that case the other changes are saved, without the new image. Ask your hosting provider to check that folder's permissions.

Saving shows "The colours must be written as #RRGGBB."

Cause: one of the two colours in the **Appearance** panel is not `#` followed by six digits or letters from A to F, such as `#1a2b3c`. **Solution:** pick it with the colour icon or type it that way. Nothing is saved until you fix it.

It does not appear in a very old browser

Cause: the popup is a browser-native `<dialog>` window, which Chrome, Edge, Firefox and Safari have had since 2022. An older browser cannot open it, and the module would rather show nothing than a window that cannot be closed properly. The same happens if the browser does not allow the page to store data. **Solution:** none in the module; those visitors see the shop without the popup.

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6. Frequently asked questions

Does it need cookie consent?

It sets no cookies. What it stores in the browser is the time the visitor saw the popup, so as not to repeat it, and it never leaves their computer. If you are unsure how this fits your privacy policy, ask whoever handles your legal side.

Does it work with my shop's or my host's page cache?

Yes. The page is the same for every visitor: each visitor's browser decides whether the popup opens, not the server. After saving changes, clear that cache so the shop serves the new popup.

Does it slow the shop down?

On pages where it does not appear, it loads nothing. Where it does, it loads a small stylesheet and a small script, the latter with `defer`, which does not hold up page loading. The image is printed with its size in the code, so the page does not jump when the popup opens.

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7. For developers

- **Hooks:** `displayBeforeBodyClosingTag` prints the popup. `actionFrontControllerSetMedia` loads `views/css/veopopup.css` and `views/js/veopopup.js` (with `defer`) only on pages where it will appear.
- **Template:** `views/templates/hook/popup.tpl`. Override it from the theme by copying it to `themes/<your-theme>/modules/veopopup/views/templates/hook/popup.tpl`. It receives `$veopopup` with `content` (HTML), `image` (URL or empty), `width`, `height`, `alt`, `link`, `rev`, `frequency`, `delay`, `overlay_close`, `overlay` (the background colour as `rgba()`), `close_color`, `close_position` (`inside` or `outside`), `max_width`, `rounded` and `dark`. If you override it, keep the `dialog` with

`id="veopopup"` and its `data-rev`, `data-frequency`, `data-delay` and `data-overlay-close` attributes, and the `data-veopopup-close` attribute on whatever should close it: the script relies on them.

- **CSS classes:** `.veopopup` (the `dialog`, which covers the screen and paints the background), with the modifiers `.veopopup--close-inside` or `.veopopup--close-outside`, `.veopopup--rounded` and `.veopopup--dark`; `.veopopup-box` (the window), `.veopopup-body` (the scrolling part), `.veopopup-close` (the X), `.veopopup-link`, `.veopopup-image` and `.veopopup-content`. While it is open, `<html>` has `.veopopup-open`. Variables on the `dialog`: `--veopopup-overlay`, `--veopopup-close` and `--veopopup-width`. For example, from the theme's CSS:

  ```
  .veopopup-box { border-top: 6px solid #F78E18; }     /* a coloured strip on top */
  .veopopup-content h2 { font-size: 1.75rem; }          /* bigger heading */
  ```

- **Memory:** `localStorage` key `veopopup`, with `{"rev": …, "f": …, "t": …}`: the revision (it changes when the configuration is saved, `VEOPOPUP_REV`), the frequency and the time in milliseconds. If `rev` or `f` do not match the page's, the popup shows again. To test, remove it with `localStorage.removeItem('veopopup')` in the browser console.
- **Configuration:** `VEOPOPUP_*` keys in `ps_configuration`; `VEOPOPUP_CONTENT`, `VEOPOPUP_IMAGE_ALT` and `VEOPOPUP_LINK` are per language.
- Changes to the module's or the theme's code are not covered by support.